



ASSISTCornerstone

Assist's ERP Order Management solution provides powerful functionality and cutting-edge technology to propel your business to the next level. Success derives from excellent customer service, which begins with the accurate representation of a sales order and the efficient fulfillment of that order.

ORDER MANAGEMENT

- Web orders
- Phone orders
- Mail orders
- Point of sale orders
- Integrates business units- Internet, Call Center, and Retail Store
- Quotes
- Product technical descriptions
- Key code capture
- Source code capture
- Powerful customer search
- Powerful item search
- Duplicate customer detection
- Automatic city/state entry
- Multi-level customer tracking
- Multiple customer contacts
- Multiple shipping addresses
- On-line inventory availability
- Outbound calls
- Cross-selling
- Up-selling
- Add-ons
- Flexible Pricing
- Multiple discounting methods
- Sales tax
- Scripting
- Continuity programs
- Coupons
- Gift certificates
- Alternate items · Substitute items
- Phantom items
- Kits on the fly
- Dimensional items
- Configurable items
- Real time/batch credit card processing
- Shipping and handling charges
- Ship complete option
- Future ship dates
- Commissions
- Returns processing- RMA's
- Fraud protection

E-COMMERCE

- Open Source Technology
- On-line mall environment
- Multiple store capability
- Shopping cart capability
- Real time integration with other channels
- Real time integration into order management
- Single point of maintenance
- Order status inquiry
- True transaction database
- Suppliers
- Shoppers
- Merchants
- Built-in SSL Security
- Confirmation on order, pick, ship, and delivery
- Ship tracking

MAIL ORDER

- Quick entry screen
- Real time integration with other channels
- Real time integration into order management
- Remote order entry

POINT OF SALE

- Cash drawer
- Till management
- Store replenishment
- Instant invoice
- Real time integration to order management